

Citizens receiving home care services from the Extra-Mural Program who gave a favourable rating of 8, 9 or 10 for services received from staff in the last 2 months [scale 0-10]

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	96.7	95.6	95.3	95.1
Health zones				
Zone 1 - Moncton and South-East Area	97.1	96.2	96.0	93.8
Zone 2 - Fundy Shore and Saint John Area	96.0	95.1	94.8	95.2
Zone 3 - Fredericton and River Valley Area	96.0	95.4	94.9	94.9
Zone 4 - Madawaska and North-West Area	97.6	95.2	95.7	95.6
Zone 5 - Restigouche Area	96.3	97.5	94.8	98.8
Zone 6 - Bathurst and Acadian Peninsula Area	98.3	94.8	95.6	95.9
Zone 7 - Miramichi Area	97.9	96.1	96.2	95.4
Communities				
Bathurst, Beresford, Petit-Rocher Area	98.1	91.9	96.8	95.4
Bouctouche, Richibucto, Saint-Antoine Area	95.7	96.9	97.3	94.9
Campbellton, Atholville, Tide Head Area	96.7	98.0	94.4	98.2
Caraquet, Paquetville, Bertrand Area	99.2	98.5	98.1	98.2
Dalhousie, Balmoral, Belledune Area	95.8	97.0	95.2	99.3
Dieppe and Memramcook	99.3	99.1	98.1	93.0
Douglas, Saint Marys, Doaktown Area	97.5	98.6	95.9	88.9
Edmundston, Rivière-Verte, Lac Baker Area	98.7	95.3	95.3	96.9
Florenceville-Bristol, Woodstock, Wakefield Area	97.8	95.3	95.9	96.0
Fredericton	93.2	93.4	92.9	93.8

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	87.9	95.8	100.0
Grand Falls, Saint-Léonard, Drummond Area	96.1	94.7	97.5	94.8
Hillsborough, Riverside-Albert, Alma Area	S	S	95.2	87.3
Kedgwick, Saint-Quentin and Grimmer	S	96.2	93.0	91.5
Minto, Chipman, Cambridge-Narrows Area	96.8	97.9	95.7	95.1
Miramichi, Rogersville, Blackville Area	97.5	97.0	96.1	96.4
Moncton	97.3	95.6	95.4	95.3
Nackawic, McAdam, Canterbury Area	97.6	100.0	93.4	98.8
Neguac, Alnwick, Esgenoopetitj Area	S	91.3	96.3	90.6
New Maryland, Kingsclear, Lincoln Area	96.4	96.8	96.4	94.1
Oromocto, Gagetown, Fredericton Junction Area	97.8	94.8	96.4	96.8
Perth-Andover, Plaster Rock, Tobique Area	94.2	93.7	95.5	93.4
Quispamsis, Rothesay, Hampton Area	95.9	95.0	96.3	95.1
Riverview and Coverdale	95.4	93.4	95.5	88.6
Sackville, Dorchester, Port Elgin Area	95.0	95.3	96.3	97.8
Saint John, Simonds and Musquash	94.0	95.0	92.8	94.2
Salisbury and Petitcodiac	S	97.8	97.0	95.1
Shediac, Beaubassin East and Cap-Pelé	98.8	97.0	95.1	93.5
Shippagan, Lamèque, Inkerman Area	96.3	95.0	93.0	96.0
St. George, Grand Manan, Blacks Harbour Area	99.1	95.9	97.8	97.2
St. Stephen, Saint Andrews, Campobello Island Area	95.7	94.9	97.2	94.3
Sussex, Norton, Sussex Corner Area	97.9	97.0	93.2	95.4
Tracadie and Saint-Isidore	99.0	96.8	94.4	94.2

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	95.3	92.6	93.1	94.3
65 and over	97.0	96.4	96.3	96.1
Gender				
Female	96.9	95.2	95.0	95.1
Male	96.5	96.1	95.8	95.2
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
Most comfortable in English	96.3	n/a	n/a	n/a
Most comfortable in French	97.8	n/a	n/a	n/a
Comfortable in both English and French	98.0	n/a	n/a	n/a
Indigenous identity				
Indigenous	96.4	86.5	96.9	92.8
Immigrant				
Immigrants	95.9	n/a	n/a	n/a
Education level				
High school or less	96.8	95.8	95.6	95.2
Postsecondary	96.9	95.4	95.0	95.9
Disability or special need				
Disability or special need	94.3	n/a	n/a	n/a
Household income				
Less than \$30,000	96.6	n/a	n/a	n/a
\$30,000 to less than \$60,000	97.4	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	97.7	n/a	n/a	n/a
Racialized groups				
Racialized groups	94.4	n/a	n/a	n/a

About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who gave a favourable rating of 8, 9 or 10 for services received from staff in the last 2 months [scale 0-10].

Source

Home Care Survey

Calculations

This indicator is calculated by dividing the number of respondents who answered "8, 9, 10" by the number of respondents who answered "0 to 10" to the question: Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from Extra-Mural staff in the last 2 months?

Unit	Interpretation	NBHC code
%	Higher is better	XM_SAT01_1

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size